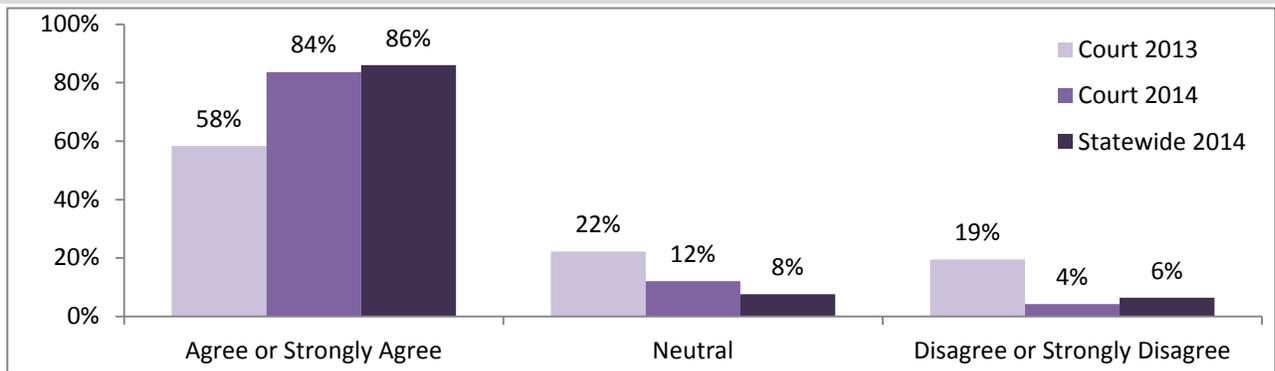


**Questions 1 and 2 were directed to all respondents.**

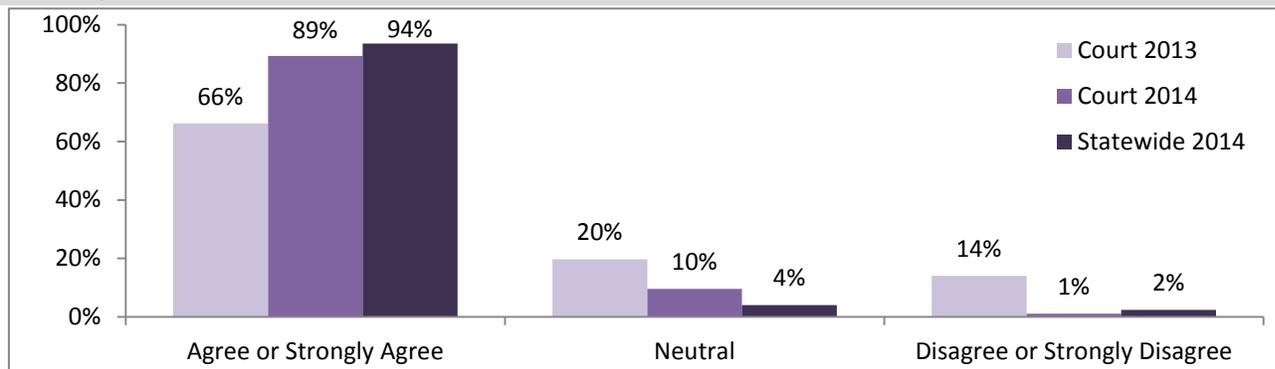
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	19	26%	73	38%	4,614	61%
4 Agree	23	32%	86	45%	1,901	25%
3 Neutral	16	22%	23	12%	574	8%
2 Disagree	10	14%	5	3%	229	3%
1 Strongly Disagree	4	6%	3	2%	254	3%
Total Responses	72		190		7,572	
Score		3.6		4.2		4.4
NA - Not Applicable	1		2		185	
No Response	0		1		198	



**2) I was treated with courtesy and respect by court staff.**

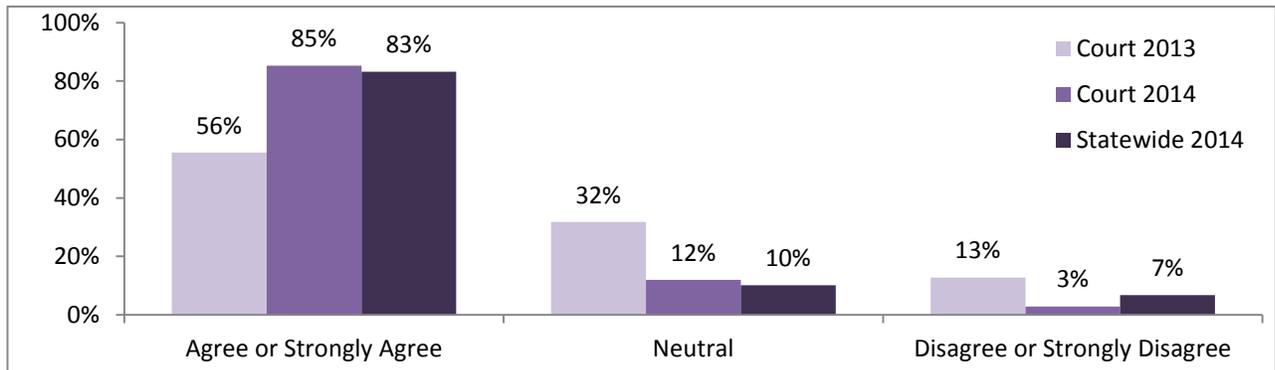
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	16	23%	83	44%	5,595	73%
4 Agree	31	44%	85	45%	1,549	20%
3 Neutral	14	20%	18	10%	310	4%
2 Disagree	6	8%	1	1%	87	1%
1 Strongly Disagree	4	6%	1	1%	99	1%
Total Responses	71		188		7,640	
Score		3.7		4.3		4.6
NA - Not Applicable	0		2		64	
No Response	2		3		251	



**Questions 3 and 4 were directed to persons who attended a hearing or trial.**

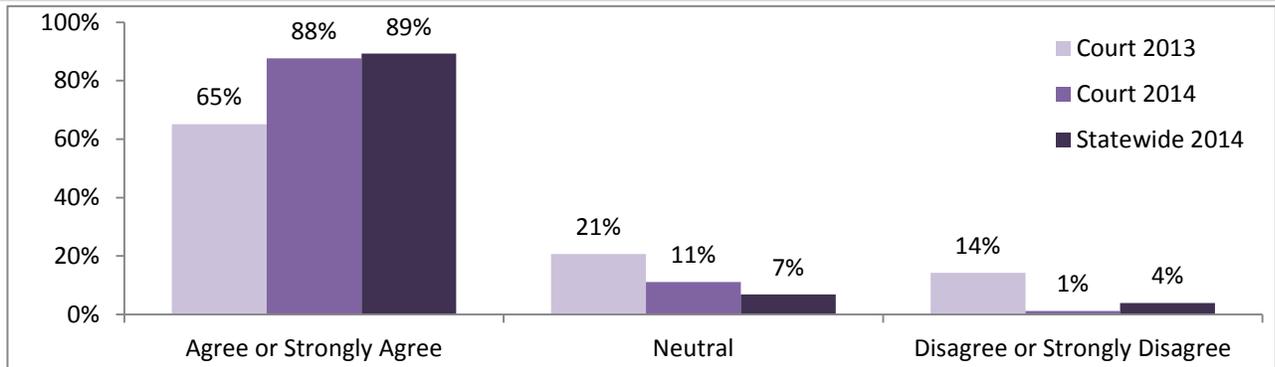
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	20	32%	67	38%	2,915	58%
4 Agree	15	24%	83	47%	1,256	25%
3 Neutral	20	32%	21	12%	508	10%
2 Disagree	6	10%	1	1%	162	3%
1 Strongly Disagree	2	3%	4	2%	174	3%
Total Responses	63		176		5,015	
Score		3.7		4.2		4.3
NA - Not Applicable	4		4		1,060	
No Response	6		13		1,880	



**4) The judge/magistrate/referee treated everyone with courtesy and respect.**

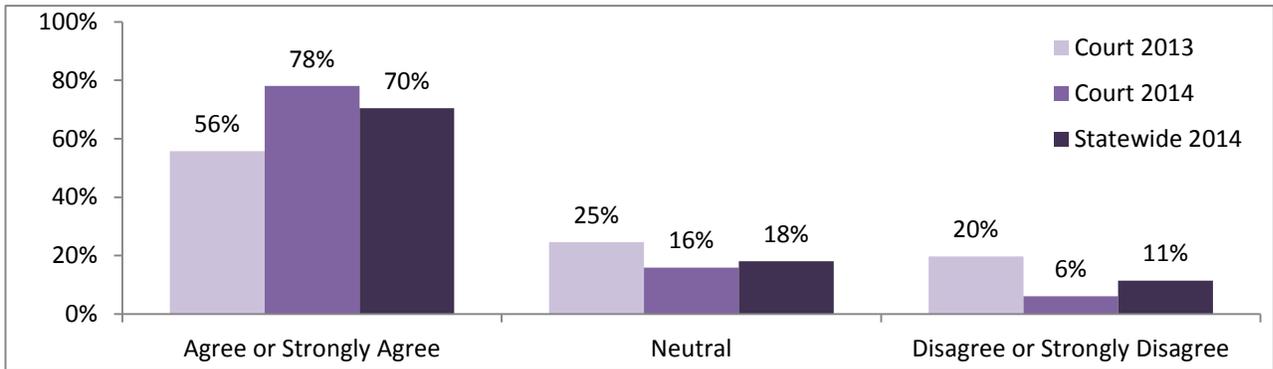
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	21	33%	68	40%	3,259	67%
4 Agree	20	32%	82	48%	1,109	23%
3 Neutral	13	21%	19	11%	336	7%
2 Disagree	7	11%	1	1%	91	2%
1 Strongly Disagree	2	3%	1	1%	98	2%
Total Responses	63		171		4,893	
Score		3.8		4.3		4.5
NA - Not Applicable	4		5		1,097	
No Response	6		17		1,965	



**Questions 5 and 6 were directed to persons who were a party to the case.**

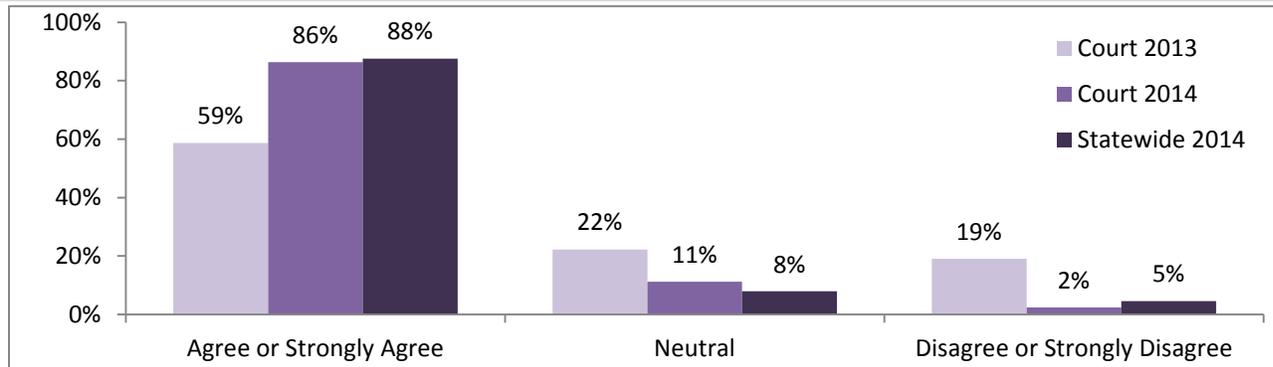
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	15	25%	60	37%	2,048	47%
4 Agree	19	31%	68	41%	999	23%
3 Neutral	15	25%	26	16%	783	18%
2 Disagree	9	15%	5	3%	242	6%
1 Strongly Disagree	3	5%	5	3%	253	6%
Total Responses	61		164		4,325	
Score		3.6		4.1		4.0
NA - Not Applicable	6		12		1,313	
No Response	6		17		2,317	



**6) As I leave the court, I understand what happened in my case.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	16	25%	70	41%	2,750	61%
4 Agree	21	33%	76	45%	1,182	26%
3 Neutral	14	22%	19	11%	354	8%
2 Disagree	9	14%	1	1%	81	2%
1 Strongly Disagree	3	5%	3	2%	123	3%
Total Responses	63		169		4,490	
Score		3.6		4.2		4.4
NA - Not Applicable	4		4		1,137	
No Response	6		20		2,328	



36th District Court

**Questions 7-9 were directed to all respondents.**

**7) What type of case brought you to the courthouse today? (Select all that apply.)**

	Court 2014		3rd Class Courts Statewide 2014	
Child protective	0	0%	1	0%
Civil matter	44	23%	1,467	19%
Criminal/probation	37	19%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	5	3%	404	5%
Estate/trust	0	0%	0	0%
File papers	11	6%	149	2%
Get information	10	5%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	11	6%	464	6%
PPO	0	0%	0	0%
Small claims	11	6%	171	2%
Traffic/Ticket	57	30%	2,693	35%
Other	17	9%	672	9%
Number of Respondents	193		7,679	
No Response	8		276	

**8) Who are you? (Select all that apply.)**

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	111	58%	4,580	62%
Agency Worker	4	2%	164	2%
Attorney/prosecutor	33	17%	903	12%
Family/friend of party to case	22	11%	791	11%
Juror	1	1%	188	3%
Witness	6	3%	196	3%
Other	10	5%	713	10%
Number of Respondents	193		7,402	
No Response	8		553	

36th District Court

9) How do you identify yourself? (Select all that apply.)

	Court 2014		3rd Class Courts Statewide 2014	
Male	81	42%	4,217	54%
Female	103	53%	3,262	42%
American Indian / Alaska Nat.	3	2%	151	2%
Asian	6	3%	111	1%
Multiracial/biracial	10	5%	153	2%
Black/African American	54	28%	1,367	18%
Hispanic/Latino	6	3%	246	3%
White/Caucasian	16	8%	3,004	39%
Other	0	0%	199	3%
Number of Respondents	193		7,785	
No Response	3		170	